



HOSPITALITY INDUSTRY

REAL-TIME INDUSTRY SUMMARY

JULY 2023

2022 STATEWIDE LABOR ANALYSIS

There were more than 82,000 online job postings for the Hospitality industry from January 2022 to December 2022. The top occupation was *Food Service Managers*, which made up 12.9 percent of total industry job postings for the time period.

The employers with the most job postings were Marriott International Inc., Sonic, Taco Bell, Applebee's, and Pizza Hut.

TOP ONLINE JOB POSTINGS

SOC Code	Description	Percent of total job postings	Average Annual Wage	
Now - requires short-term on-the-job training, little to no experience, and/or a high school diploma				
35-3023	Fast Food & Counter Workers	12.5%	\$27,080	★
35-3031	Waiters & Waitresses	9.3%	\$33,360	★
43-4081	Hotel, Motel, & Resort Desk Clerks	4.2%	\$28,030	
37-2012	Maids & Housekeeping Cleaners	4.2%	\$28,710	
35-9021	Dishwashers	3.9%	\$27,030	
Next - requires a non-degree certificate, associate degree, apprenticeship, some experience, or moderate- to long-term training				
11-9051	Food Service Managers	12.9%	\$62,900	
35-2014	Cooks, Restaurant	5.2%	\$30,830	★
35-1012	First-Line Supervisors of Food Preparation & Serving Workers	4.8%	\$37,740	★
49-9071	Maintenance & Repair Workers, General	1.8%	\$46,040	★
35-1011	Chefs & Head Cooks	1.3%	\$55,410	
Later - requires a bachelor's degree or higher				
11-2022	Sales Managers	0.7%	\$143,710	
11-1021	General & Operations Managers	0.7%	\$103,760	★
11-9198	Managers, All Other	0.5%	\$110,870	
13-1121	Meeting, Convention, & Event Planners	0.4%	\$49,220	
13-1071	Human Resources Specialists	0.3%	\$65,080	★
★ Denotes the top 10 occupations by total number of projected openings from 2020-2030 in Now, Next, and Later categories				

EDUCATION AND TRAINING OPPORTUNITIES

Across the state, there are numerous programs in many locations that train for occupations in the Hospitality industry. To find degree and certificate programs at an educational institution near you, visit **MoSCORES**, a tool designed to assist job seekers, students, career counselors, educators, and planners with a better understanding of training options and typical work outcomes of graduates, for traditional degree programs as well as noncredit credentials. In addition, there are U.S. Department of Labor Registered Apprenticeship programs for Hospitality and Food Services occupations in Missouri. Visit **Apprenticeship Missouri** for more information.

TOP SKILLS & CERTIFICATIONS

TOP 10 BASIC SKILLS

Communication Skills
Physical Abilities
Teamwork / Collaboration
Organizational Skills
Planning
Multi-Tasking
English
Detail-Oriented
Problem Solving
Energetic

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Several soft skills, such as communication, teamwork, and organization, ranked in the top 10 basic skills. Communication skills was requested in one-third (33%) of job postings.

TOP 10 SPECIALIZED SKILLS

Customer Service
Cleaning
Scheduling
Guest Services
Food Preparation
Cooking
Food Safety
Restaurant Management
Restaurant Experience
Sales

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Top requested specialized skills included customer service, cleaning, and scheduling.

TOP 10 SOFTWARE SKILLS

Apache Groovy
Word Processing
Lotus Domino
Vimeo
Delphi
Salesforce
SQL
Python
Customer Relationship Management (CRM)
Software Development

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Microsoft Office and its products, such as Word, Excel, PowerPoint, and Access, are the most requested software skills across all industries. Other skills requested in the Hospitality and Food Service industry include Apache Groovy and Word Processing.

TOP 10 CERTIFICATES

Driver's License
ServSafe
Food Handler Certification
Food Service Certification
First Aid Cpr Aed
Casino Gaming License
Alcohol Awareness Certification
TIPS Certification
Alcohol Server Certification
Cash Handling Certification

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The top requested certificate was Driver's License, followed by ServSafe, and Food Handler Certification.

Sources:

Lightcast™, 2022 Bureau of Labor Statistics OEWS, 2020-2030 Employment Projections

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